

STATE OF IOWA
DEPARTMENT OF COMMERCE
BEFORE THE IOWA UTILITIES BOARD

IN RE: COMPLAINT OF HORN MEMORIAL HOSPITAL	DOCKET NO. FCU-2014-0014 (C-2014-0072)
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**RESPONSE TO PROPOSED DECISION AND ORDER MAKING
RECOMMENDATION TO BOARD**

In response to the July 28, 2016 *Proposed Decision and Order Making Recommendation to Board* (“Proposed Decision”) issued by the Iowa Utilities Board’s Administrative Law Judge, Frontier Communications of America, Inc. (“Frontier”) responds as follows:

1. The Proposed Decision directed Frontier to file with the Board current contact information identifying knowledgeable personnel who can promptly address call completion and call routing issues when contacted by the Board. For Frontier, that contact is:

Scott Bohler
Manager, Government and External Affairs
2378 Wilshire Boulevard
Mound, Minnesota 55364
(952) 491-5534
Scott.bohler@ftr.com

2. The Proposed Decision directed Frontier to file information about how it will inform its customers and Iowa local exchange carriers about how to recognize and report call completion problems, and provide a copy of informational materials it has prepared. Frontier intends to provide this information to its customers via a bill message. The content of the bill message is attached as Attachment I. With respect to communication with other local exchange carriers, Frontier participates in the Iowa Communications Alliance (“ICA”), an industry

association of telecommunications providers in Iowa. Contact information is available to other carriers via the ICA's directories and other publications.

3. The Proposed Decision directed Frontier to file with the Board copies of the Iowa data reported to the FCC on a quarterly basis with analysis and explanation of that data. The portion of Frontier's 2nd Quarter 2016 report related to Iowa is attached as Attachment II. The material is considered confidential by Frontier, and a request for confidential treatment is included in Attachment II.

Respectfully submitted,

/s/ Scott Bohler

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